

INTERNATIONAL COLLEGE OF QUEENSLAND AUSTRALIA

Your Consumer Rights

What ICQA is legally required to tell you — and what you're entitled to.

Learner information | RTO _____ | Registered with ASQA | Standards for RTOs 2025

Automatic

Rights apply from day one

Accurate

Everything we tell you must be honest

Transparent

No hidden costs or surprises

Enforceable

External agencies can help

When you train with ICQA, you are protected by Australian Consumer Law — the same consumer protections that apply to any service you purchase in Australia. This document explains what that means for you in plain terms.

What Australian Consumer Law guarantees you

The Australian Consumer Law (ACL) is a national law that sets minimum standards for how businesses and service providers treat their customers. As a training organisation, ICQA is covered by the ACL. These protections apply to you automatically.

Accurate information	Everything ICQA tells you about a course — the duration, cost, delivery mode, entry requirements, and what the qualification leads to — must be honest and accurate. If it turns out to be wrong, that's a breach of the ACL.
Fit for purpose	The training ICQA provides must actually do what it's supposed to do — deliver the qualification you enrolled in, to the standard required, within the timeframe agreed.
Due care and skill	ICQA must deliver your training competently, using qualified trainers and valid assessment methods. You are not a test subject.
Fair contract terms	Your enrolment agreement must be fair. Any term that allows ICQA to make significant changes to your program without notice or consent — or that limits your rights unreasonably — is not enforceable.
No misleading claims	ICQA cannot guarantee you a job, a specific salary, or a licence as a result of completing a course — unless that's explicitly supported by documented evidence. Be cautious of any training provider that makes those kinds of promises.

What ICQA must tell you before you enrol

You have the right to receive all of the following information before you commit to anything. ICQA is required by both the ACL and the Standards for RTOs 2025 to provide it.

Before you sign anything or pay anything, ICQA must tell you:

- The full qualification title, national code, and AQF level
- Exactly how long the program takes and what the time commitment looks like
- How the training is delivered — 100% online via eSkilled — and any requirements
- What the assessment involves — types, volume, and what you'll need to produce
- The specific entry requirements — including any licences, health checks, or prior experience needed
- The full cost of the program, the payment schedule, and the refund conditions
- What support is available — including LLND support, reasonable adjustment, and how to get help
- How to raise a complaint or appeal if something goes wrong
- ICQA's RTO registration number (_____) and that ICQA is regulated by ASQA

If you've enrolled with ICQA and haven't received all of this information — contact us. You're entitled to it.

What ICQA will never do

- Enrol you in a program without giving you honest, complete information first
- Pressure you into enrolling — the decision is yours to make with full information
- Claim you're guaranteed a job, a licence, or a specific salary from completing a course — unless there is explicit, documented evidence to support it
- Charge you fees or vary the fee amount without prior written notice and agreement
- Use your personal information for purposes other than managing your training without your consent

Your right to a refund

ICQA's refund policy is set out in full in the Fees and Refunds document ([LR 0387a]) on our website. In short: if ICQA cancels a program, you receive a full refund. If you withdraw before training commences, you are entitled to a refund in accordance with the published refund schedule. If ICQA fails to deliver the training as agreed, you may be entitled to a remedy under the ACL.

If something goes wrong

You have several options if you believe ICQA has not met its obligations:

Agency	Contact / Purpose
National Training Complaints Hotline	13 38 73 — Training and RTO quality concerns
Australian Skills Quality Authority (ASQA)	1300 701 801 — Regulation of RTOs
Australian Competition and Consumer Commission (ACCC)	1300 302 502 — Consumer law and unfair trading
Queensland Office of Fair Trading	13 74 68 — State consumer protection — QLD
Office of the Australian Information Commissioner	1300 363 992 — Privacy and personal information

Get in touch

Questions about your consumer rights before or during your study? Contact us directly.

Compliance Manager
compliance@icqa.edu.au

Suite 2, 5–11 Noel Street
Slacks Creek QLD 4127

www.icqa.edu.au
RTO _____

Also available on our website

Complaints and Appeals — Your Rights ([LR 0285a]) • Fees and Refunds — What You Need to Know ([LR 0387a]) • Learner Support Services — What We Offer ([LR 0212a]) • Reasonable Adjustment — Your Rights ([LR 0385a]) • Privacy Policy ([LR 0388a])